GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:935
ANSWERED ON:22.11.2007
MISBEHAVIOUR WITH PASSENGERS BY RAILWAY STAFF
Maharia Shri Subhash;Pradhan Shri Dharmendra;Rijiju Shri Kiren

Will the Minister of RAILWAYS be pleased to state:

(a) whether the incidents of misbehaviour with the passengers by the railway staff are on the rise;

(b) if so, the details of complaints received in this regard during each of the last three years, zone-wise;

(c) the number of employees against whom action has been taken on the complaints; and

(d) the details of steps being taken by the Railways to check the rising incidents of misbehaviour of railway staff with the railway passengers?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a) to (d) : A statement is attached.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO. 935 BY SHRI SUBHASH MAHARIA, SHRI KIREN RIJIJU AND SHRI DHARMENDRA PRADHAN TO BE ANSWERED IN LOK SABHA ON 22.11.2007 REGARDING MISBEHAVIOUR WITH PASSENGERS BY RAILWAY STAFF.

(a) : No, Sir. During the period April to September, 2007, there has been a decrease of 4% and 15% in the number of complaints received against commercial and non-commercial staff respectively when compared to the same period of last year.

(b) : The details of complaints received against Railway staff during each of the last three years, zone-wise, is as under:-

S.NO.	RAILWAY	2005-06	2006-07	2007-08 (upto September,07)
1.	CENTRAL	360	412	275
2.	EASTERN	84	73	41
3.	NORTHERN	357	361	185
4.	NORTH EASTERN	36	35	10
5.	NORTHEAST FRONTIER	9	26	5
6.	SOUTHERN	247	278	122
7	SOUTH CENTRAL	115	134	66
8.	SOUTH EASTERN	142	96	16
9.	WESTERN	143	178	70
10.	EAST CENTRAL	78	165	77
11.	EAST COAST	77	86	37
12.	NORTH CENTRAL	115	109	47
13.	NORTH WESTERN	97	84	36
14.	SOUTH WESTERN	57	48	25
15.	SOUTH EAST CENTRAL	48	32	21
16.	WEST CENTRAL	60	65	29

(c) : The number of employees against whom action has been taken during the last three years is as under:-

2005-06	2524
2006-07	2359
2007-08 (upto September)	1162

(d) : Complaints received with specific details are inquired into and the staff wherever found responsible are taken up under Disciplinary Rules. The staff who come in contact with the public are also sent for customer care training.